

I CLAIM:

1. A method for directing service in a vehicle comprising:
receiving a service request from the vehicle;
5 receiving a vehicle location;
determining vehicle delivery-enabling information based on the
service request and the vehicle location;
configuring the service corresponding to the service request based
on the vehicle delivery-enabling information; and
10 sending the configured service to the vehicle.
2. The method of claim 1 further comprising:
receiving a signal including a vehicle identifier from a vehicle
communication component.
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3. The method of claim 2 wherein the vehicle identifier is a unique
code including user identifier information and vehicle location.
4. The method of claim 1 further comprising:
sending a list of delivery channels to a vehicle communication
20 component.
5. The method of claim 4 further comprising:
selecting a channel from the list of delivery channels to deliver the
configured service corresponding to the service request.

6. The method of claim 5 further comprising:
optimizing the configured service for communication based on the
selected delivery channel.

5 7. The method of claim 1 further comprising:
configuring a vehicle communication component in the vehicle
based on the vehicle delivery-enabling information.

8. The method of claim 1 further comprising:
10 creating a profile that includes vehicle delivery-enabling
information.

9. The method of claim 1 wherein determining vehicle
delivery-enabling information is based on at least one pre-determined user input.

15 10. The method of claim 1 wherein sending the service corresponding
to the service request comprises sending electronic mail to a vehicle
communication component.

20 11. The method of claim 1 further comprising:
updating the vehicle delivery-enabling information at a service
management application while the application is in contact with a vehicle
communication component.

12. A system for directing service in a vehicle comprising:
means for receiving a service request from the vehicle;
means for receiving a vehicle location;
5 means for determining vehicle delivery-enabling information based
on the service request and the vehicle location;
means for configuring the service corresponding to the service
request based on the vehicle delivery-enabling information; and
means for sending the configured service to the vehicle.
- 10 13. The system of claim 12 further comprising:
means for receiving a signal including a vehicle identifier from a
vehicle communication component.
14. The system of claim 12 further comprising:
means for sending a list of delivery channels to a vehicle
15 communication component.
15. The system of claim 14 further comprising:
means for selecting a channel from the list of delivery channels to
deliver the configured service corresponding to the service request.
- 20 16. The system of claim 15 further comprising:
means for optimizing the configured service for communication
based on the selected delivery channel.

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17. The system of claim 12 further comprising:
means for configuring a vehicle communication component in the
vehicle based on the vehicle delivery-enabling information.

5 18. The system of claim 12 further comprising:
means for creating a profile that includes vehicle delivery-enabling
information.

19. The system of claim 1 further comprising:
means for updating the vehicle delivery-enabling information at a
10 service management application while the application is in contact with a vehicle
communication component.

20. A computer usable medium including a program for directing
service in a vehicle comprising:
15 computer readable program code that receives a service request
from the vehicle;
computer readable program code that receives a vehicle location;
computer readable program code that determines vehicle
delivery-enabling information based on the service request and the vehicle
20 location;
computer readable program code that configures the service
corresponding to the service request based on the vehicle delivery-enabling
information; and
computer readable program code that sends the configured service
25 to the vehicle.

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21. The computer usable medium of claim 20 comprising:
computer readable program code that receives a signal including a
vehicle identifier from a vehicle communication component.

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22. The computer usable medium of claim 21 wherein the vehicle
identifier is a unique code including user identifier information and vehicle
location.

10 23. The computer usable medium of claim 20 further comprising:
computer readable program code that sends a list of delivery
channels to a vehicle communication component.

15 24. The computer usable medium of claim 23 further comprising:
computer readable program code that selects a channel from the
list of delivery channels to deliver the configured service corresponding to the
service request.

20 25. The computer usable medium of claim 24 further comprising:
computer readable program code that optimizes the configured
service for communication based on the selected delivery channel.

25 26. The computer usable medium of claim 20 further comprising:
computer readable program code that configures a vehicle
communication component in the vehicle based on the vehicle delivery-enabling
information.

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30. The computer usable medium of claim 20 further comprising:
computer readable program code that updates the vehicle
delivery-enabling information at a service management application while the
application is in contact with a vehicle communication component.